User Management

Administration Guide

OneVue Sense Environmental Monitoring
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About managing users

A User is someone who can log in to OneVue. A user assigned to the Account Admin role manages what data and features each user has access to by assigning users to Roles and Device Classes.

You must be assigned to the Account Admin or Business Unit (BU) Admin role to add users and manage user settings. If you are assigned to the BU Admin role, you can only manage the users that are assigned to the Business Unit you are the admin of. Also, if you are a BU admin and adding a new user, you can only assign the user a role to the Business Unit you are a BU Admin for.

User management features

- **Add new users [17]**

  To access OneVue, a user must be added to OneVue. Once added, a user receives an email to activate their user account. You can also resend a user their account activation notification [20], which provides the instructions to activate their user profile.
- **Manage user access to data and features [21]**

  Access to OneVue account data and the permissions to system features are granted by way of the Role and Device Class assigned to each user. Roles are designed to mirror common job functions.
  - Each user is assigned a Role(s) by Business Unit and/or a Location.
  - Device Classes grant a user access to specific Primex devices, which is set in their User Profile. Your OneVue users should only be assigned to the Device Classes that apply to the OneVue solution deployed at your organization. If you have multiple OneVue solutions, be sure to assign users to only the Device Classes they are responsible for.
  - Only a user assigned to the Account Admin role can manage the Roles assigned to a user and a BU Admin can only assign a Role to a user when they create a new user for their Business Unit. An Account Admin and BU Admin (for users assigned to their Business Unit) can managed a users' assigned Device Classes and timeout exempt settings. A user cannot view these settings from their profile.

    For an admin user these settings are required to be managed by another user assigned to the Account Admin role. It's recommended to have a minimum of two users assigned to the Account Admin role.
- **Set the alert preferences for users** [23]

  Alert preferences set how a user receives alert notifications. Users can receive notifications by email, text, and voice. A user can also set their alert preferences from their User Profile.
- **Change the email address for a user [25]**

  You may need to change a user's email address if, for example, they get married and their last name changes or their email address is not correct. For security purposes, changing or updating a user's email address can only be made by Primex Technical Support or by a user assigned to the Account Admin role.
- **Set timeout exempt setting for users [24]**

  The account level session timeout period sets the amount of time the OneVue automatically ends a user's login session due to inactivity. When a user is excluded from the account session timeout period, they are never logged out of OneVue due to inactivity.

- **Deactivate and reactivate users [28]**

  When deactivated a user cannot log in to OneVue and does not receive alert or system notifications. When deactivating a user, you can assign a user to re-assign the deactivated user's Alerts, Reports, and Custom Views. Commonly, a user is deactivated when they are not available for an extended period of time. When reactivated, a user's log in access, Alerts, Reports, and Custom Views are restored.
- **Lock or unlock a user [30]**

  When locked, a user is denied log in access to OneVue and continues to receive alert and system notifications.
- **Delete users [31]**

  Deleting a user permanently removes the user from OneVue. To delete a user, their profile is required to be deactivated.

TIP

The following User Reports provide data specific to users and helpful when you need to review what users have access to and more. These reports can only be generated manually and cannot be scheduled. Commonly, these reports are generated at the time the information is needed.

- **User Report**

  The User Report provides details of each user, including their assigned Device Classes, Roles, and Alert Rules, and indicates if a User Profile is inactive.

  If a staff member is leaving your organization and you need to reassign their responsibilities, this report provides what's needed to reassign their OneVue responsibilities to another user.
- **User Role Report**

  The User Role Report provides details of the Roles and Device Classes assigned to each user.

  If you need to understand who has access to account data and features, this report provides what's needed to identify who's assigned to specific Business Units or Locations and their assigned Roles.
- **User Alert Rule Report**

  The User Alert Rule Report provides who alert notifications are sent to for each Alert Rule and indicates if the rule is enabled or disabled.

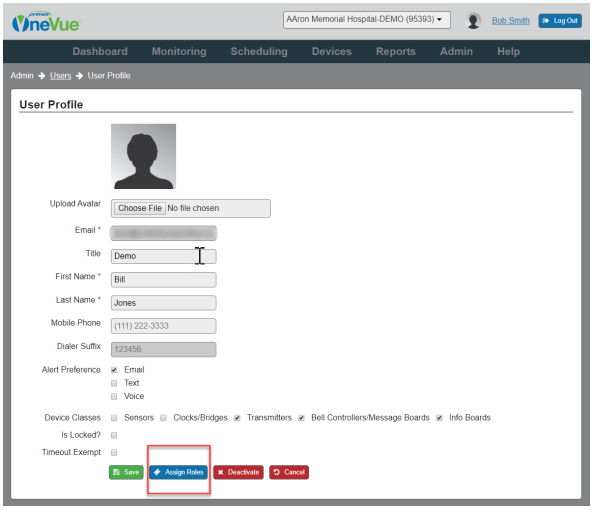
  If you need to analyze who receives alert notifications, this report provides what's needed to ensure notifications are being sent to the right staff and you have the right coverage.

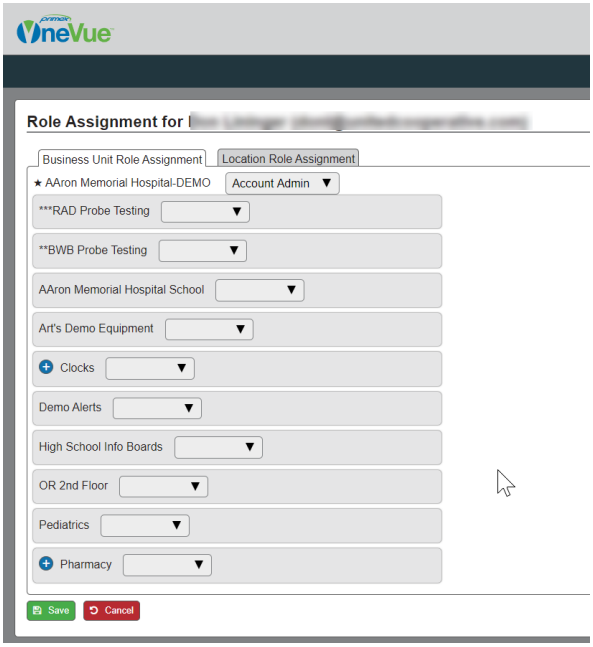
User Profiles

At anytime, you can view and manage your staffs' OneVue user profiles.

1. To view users, go to **Admin** > **Users**. A list of all users is displayed.
2. To view a user's profile, from the list select the **Email link** of the user.

3. To manage the Role(s) assigned to the user, from their profile select **Assign Roles**. A BU Admin can only assign Roles to a user for their Business Unit when they create a new user. Only an Account Admin can update a user's assigned roles.





User profile setting specifications

The following table provides the settings managed from a User Profile.

Setting	Definition
Avatar	Image displayed next to the User Profile name. Supported file types include GIF, JPEG, and PNG. The file size is limited to 5MB maximum.
Email	Email address of the user. The user is required to enter this email address to log in to OneVue and is the email address system and alert notifications are sent to. For security purposes, changing or updating a user's email address [25] can only be made by Primex Technical Support or by a user assigned to the Account Admin role.
Title	Commonly the job title of the user; for reference use only.
First Name Last Name	The User Profile name is the value of the first name and last name. The User Profile name is displayed throughout the system and is viewable by other users.
Mobile Phone	Phone number the system uses to send the user text or voice alert notifications. A non-mobile number can be entered if the user is only to receive voice alert notifications. To only receive voice alert notifications, set the user's alert preferences to voice only.

Setting	Definition
Dialer Suffix	OneVue provides the ability to route voice alert notifications to an IVR system. You will commonly configure this setting when your organization's phone system requires that callers enter an extension number or select an option to reach a specific person, department, or central line.
Alert Preference	Sets how the user receives alert notifications. The user receives alert notifications in the form of each method(s) selected. As an example, if all three methods are selected they will receive alert notifications by email, text, and voice.
Settings below can only be viewed and managed by a user assigned to an Admin Role.	
Device Classes	Identifies the types of devices the user has access to. By default, all classes are enabled. • **Sensors:** access to OneVue Sense devices and features. • **Clocks/Bridges**: access to OneVue Sync devices and features. • **Transmitters:** access to OneVue Sync Transmitters and features. • **Bell Controllers/Message Boards:** access to OneVue Notify Bell Scheduling devices and features. Ethernet only Message Boards discontinued in 2019. • **InfoBoards:** access to OneVue Notify InfoBoard and MiniBoard devices and features.
Is Locked?	When locked, the user is denied log in access and OneVue does continue to send the user alert and system notifications.
Timeout Exempt	When the timeout exempt setting is enabled, the account level timeout session does not apply to the user. When enabled, the user is not logged due to inactivity.

Overview of roles assigned to users

OneVue has a user role-based permission structure that grants access to account data and permissions to system features. There are two role categories - by Business Unit and Location. Location roles should only be assigned when recommended by Primex.

The Role assigned to a user sets their permission to OneVue features (what they can and cannot do) and the Business Unit assigned to their Role sets the data they have access to. At a minimum, each user is assigned to a Role within a Business Unit. In addition, users are assigned to a Device Class for each type of Primex device installed at your facility.

Parent-child role permission structure

Depending on your account structure, you may have one or more Business Units. A user is commonly assigned to a role in the Business Unit they are responsible for.

Your OneVue account is the parent to all Business Units. If a user is assigned to the account Business Unit, the highest level in the parent-child hierarchy structure, the user is granted the same role to all child Business Units. If required, a different role can be assigned to the child Business Units.

Business Unit Roles

The following is an overview of the available roles by Business Unit. Roles are designed to mirror common job functions.

Account Admin

Assign to staff responsible for managing your OneVue account - from configuring all settings, adding users, and more. It's recommended to have a minimum of two users assigned to the Account Admin role.

This role also has permissions to:

- Complete Device Preconfiguration.
- Configure devices with the OneVue Wired Device Configurator (OWDC) app and the OneVue Device Configurator (ODC) app.
- Access to the OneVue Audit Report, BU Activity Report, and all user type reports.
- By default, the Account Admin role is granted the permissions of the Network Admin role. To only allow a network admin to have access to network profile settings, the Account Admin is Network Admin setting, located in the networks view, should be disabled.

BU Admin

Assign to staff responsible for managing components and users of their assigned Business Unit.

This role has permission to:

- Edit and view settings and data associated with their assigned Business Unit.
- Complete Device Preconfiguration and assign devices to their assigned Business Unit only.
- Create new users and assign them to their Business Unit only.

  Only when adding a new user, a BU Admin can assign a role to the user in their Business Unit. If a role change is required, this can only be made by a user assigned to the Account Admin role.
- Create Report Profiles for their Business Unit, including the BU Activity Report.

BU User

Assign to staff responsible for monitoring their Business Units. In addition to the role assigned, a user must be assigned to the Device Class for the Primex devices at your facility.

When a new user is created and a role is not selected, they are automatically assigned to the account Business Unit as a BU (Business Unit) User. At a minimum, each user is required to be assigned to a Role within a Business Unit.

This role's permissions vary by the OneVue solution as detailed below.

- **Sense Environmental Monitoring**

  Device Class: Sensors

  View Monitored Asset and Sensor profiles.

  Acknowledge alerts, view and log alert resolutions, and add comments to the state history of a Monitored Asset.

  View, download, and approve reports*

View Report Profiles*.

View Alert Rule and Alert Resolution Templates profiles.

*Cannot view the OneVue Audit Report, BU Activity Report, or user type reports.

- **Sync - synchronized time**

  Device Class: Clocks/Bridges, Transmitters

  View Transmitter profiles.

  Acknowledge Transmitter alerts.

  View Clock profiles.

  View and download reports.

  View Report Profiles.

- **Notify Bell Scheduling**

  Device Class: Bell Controllers/Message Boards

  View Bell Controller Relay profiles.

  Acknowledge alerts.

  View and download reports.

  View Report Profiles.

- **Notify Critical Notifications**

  Device Class: InfoBoards, Transmitters

  View Transmitter profiles.

  Acknowledge alerts.

  View and edit InfoBoard profiles.

  View and copy (create) InfoBoard Groups and edit InfoBoard Group settings.

  View and download reports.

  View Report Profiles.

Scheduler

Only applies to the OneVue Notify Bell Scheduling and Critical Notification solutions.

Assign to staff responsible for managing Bell and Timer Schedules.

This role has permission to:

- View and edit Bell Controller profiles.
- View, add, and edit Bell/Timer Schedules.
- View and edit InfoBoard profiles.
- View, copy (create), and edit InfoBoard Groups.
- Create and edit Report Profiles.
- View and download reports.

Network Admin

Assign to staff responsible for managing the networks assigned to your Primex devices. This role has the same access as the Account Admin Role.

Commonly, this role is only assigned to restrict the Account Admin role from managing the networks assigned to Primex devices.

- Complete Device Preconfiguration.
- Configure devices with the OneVue Device Configurator (ODC) app.
- View, add, and edit Network Profiles.
- View and edit networks assigned to devices.
- View and edit Gateway profiles.

Location Roles

Only assign Location Roles if Locations are assigned to your OneVue system components. The use of Locations is an optional account structure that may be used if you have Primex devices located in different geographical areas.

Before assigning Location Roles, be sure to contact Primex Technical Support to learn more about this account structure.

- Facility Admin: same permissions as the Account Admin role for only the components assigned to Locations.
- Facility Network Admin: same permission as the Network Admin role for only the components assigned to Locations.
- Facility User: same permissions as the BU User role for only the components assigned to Locations.

User role matrix by feature

Access to OneVue account data and the permissions to system features are granted by way of the Role and Device Class assigned to each user. Roles are designed to mirror common job functions.

The following provides the features available by each role. An x in the column indicates the role has permission to the feature.

All users have permission to update their user profile user name, alert preferences, and contact setting manage their own profile settings, and manage their custom views.

Device Preconfiguration

	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
Complete Device Preconfiguration	x	x			x	x	x	
Create a new network	x				x		x	

OWDC and ODC app

OneVue Wired Device Configurator (OWDC): Sensors, Bluetooth Bridge, Bell Controller, PoE Clocks

OneVue Device Configurator (ODC): Transmitter, InfoBoard

	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
OWDC app	x							
ODC app	x				x			

Monitored Assets

BU roles: required to be assigned to Business Unit assigned to Monitored Assets; grants access to parent Business Unit and its child Business Unit.

Device Class: Sensors

Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
View Monitored Asset profile	x	x	x		x	x	x	x
Create, edit or delete Monitored Assets	x	x			x	x	x	
Change the state of a Monitored Asset	x	x			x	x	x	
View and add Event History comments	x	x	x		x	x	x	x

Monitor

Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
Dashboard	x	x	x	x	x	x	x	x
Acknowledge alert	x	x	x		x	x	x	x
View Alert Resolutions and log resolutions	x	x	x		x	x	x	x
View reports, generate report, view report profile settings*	x	x	x	x	x	x	x	x
Acknowledged a Report Audit Review	x	x	x		x	x	x	x

To view a report, a user is required to be assigned to the Business Unit or Location for what's included in the report.

Alert Rules, Alert Resolution Templates, & Teams

Device Class: Sensors, Transmitters, Bell Controllers/Message Boards

System Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
View Alert Rules	x	x	x	x	x	x	x	x
Create, edit, and delete Alert Rules	x	x		x	x	x	x	
View Teams	x	x	x	x	x	x	x	x
Create, edit, and delete Teams	x	x		x	x	x	x	

System Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
View Alert Resolution Templates (Sensors)	x	x	x	x	x	x	x	x
Create and edit Alert Resolution Templates (Sensors)	x	x			x	x	x	

Report Profiles

Device Class: All

	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
Create and edit Report Profiles	x	x			x	x		
OneVue Audit Report (Sense)	x							
BU Activity Report	x	x						
User Report, User Role Report, & User Alert Rule Report	x							
Archive Report Profile	x	x		x	x	x	x	

Account and User settings

	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
Edit account settings	x							
Create and edit user profiles	x	x*			x	x	x	
Create and edit Business Units	x	x			x			
Create and edit Locations	x				x	x	x	
Create, edit, and delete User Announcements	x				x			

* Assign a new user to a Role in their Business Unit. Only an Account Admin can change the Role assigned to an existing user.

Devices - Sensors

BU roles: required to be assigned to Business Unit assigned to devices; grants access to parent Business Unit and its child Business Unit.

Device Class: Sensors

System Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
View sensors	x	x	x		x	x	x	x
Edit sensor profile settings	x	x				x	x	

Network Profiles and Gateways

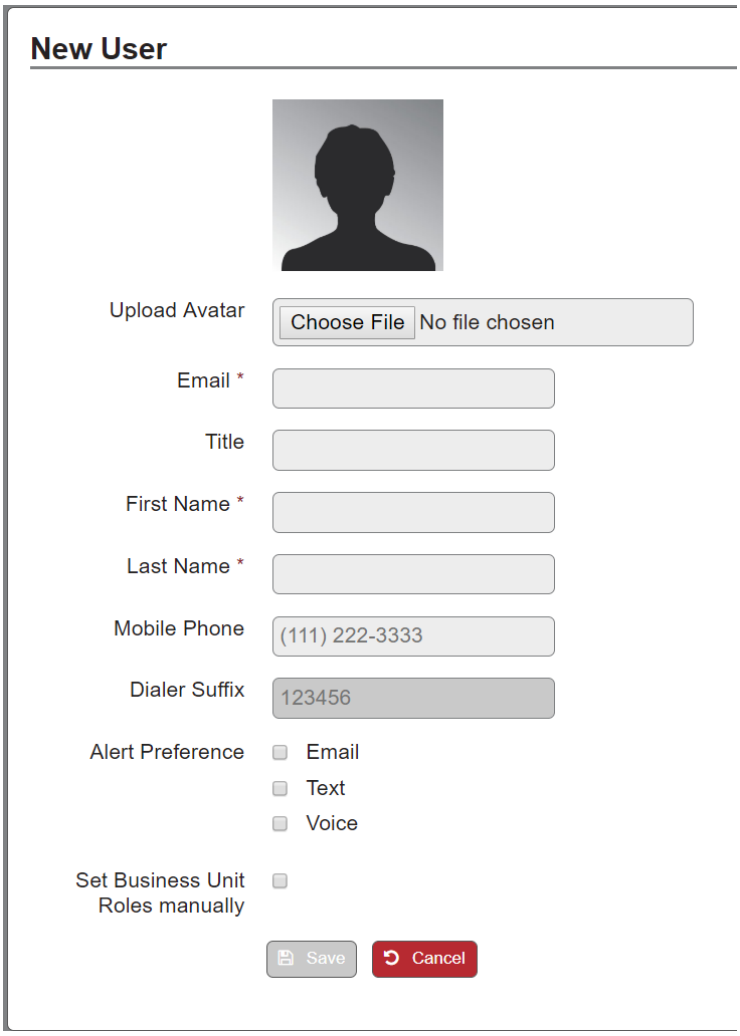
Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
*The Account Admin Role is granted access to create and edit network and gateway profiles only if the Account Admin is Network Admin setting is enabled. This setting is managed from Devices > Networks list view.								
View gateways	x	x	x	x	x	x	x	
Edit gateway profile settings	x*	x			x	x	x	
Download manual configuration file from gateway profile	x*				x		x	
*The Account Admin Role is granted access to create and edit network and gateway profiles only if the Account Admin is Network Admin setting is enabled. This setting is managed from Devices > Networks list view.								
View networks list	x	x	x	x	x		x	
Create, view, edit, and delete network profiles	x*				x		x	
View and disable the Account Admin is a Network Admin setting	x*							

Feature	Account Admin	BU Admin	BU User	Scheduler	Network Admin	Facility Admin	Facility Network Admin	Facility User
View, enable, and disable the Account Admin is a Network Admin setting					x		x	

ADD A NEW USER

Adding a user will grant their access to your OneVue account. A OneVue user assigned to an Admin role can add new users. When adding a new user, be sure to assign their Role by selecting the option Set Business Unit Roles Manually.

1. Go to **Admin** > **Users**.
2. Select **+ New**. A new user profile is displayed.



3. Enter the user's settings and assign a Role to the user.

Setting	Definition
Avatar	Image displayed next to the User Profile name. Supported file types include GIF, JPEG, and PNG. The file size is limited to 5MB maximum.
Email	Email address of the user. The user is required to enter this email address to log in to OneVue and is the email address that alerts ad system notifications are sent to.

Setting	Definition
Title	Commonly the job title of the user; for reference use only.
First Name **Last Name**	The User Profile name is the value of the first name and last name. The User Profile name is displayed throughout the system and is viewable by other users.
Mobile Phone	Text and voice alerts are sent to this phone number. A non-mobile number can be entered if the user is to only to receive voice alert notifications. To only receive voice alert notifications, set the user's alert preferences to voice only.
Dialer Suffix	OneVue provides the ability to route voice alert notifications to an IVR system. You will commonly configure this setting when your organization's phone system requires that callers enter an extension number or select an option to reach a specific person, department, or central line.
Alert Preference	Sets how the user receives alert notifications. Only applies to the OneVue Sense, 72MHz Sync, and Notify Bell Scheduling solutions. The user receives alerts in the form of each of method(s) selected. As an example, if all three methods are selected they will receive alert notifications by email, text, and voice.
Set Business Unit Roles Manually (only displayed when creating a new user)	When selected, assign a Role to the new user. By default, a user is assigned to the account Business Unit and the Business Unit (BU) Role.

> **NOTE**
>
> When creating a new user, the settings below are only available after the User Profile is saved.

Device Classes	Identifies the types of device the user has access to. By default, all classes are enabled. • **Sensors:** access to OneVue Sense devices and features. • **Clocks/Bridges**: access to OneVue Sync devices and features. • **Transmitters:** access to OneVue Sync Transmitters and features. • **Bell Controllers/Message Boards:** access to OneVue Notify Bell Scheduling devices and features. Ethernet only Message Boards discontinued in 2019. • **InfoBoards:** access to OneVue Notify InfoBoard and MiniBoard devices and features.

Setting	Definition
Is Locked?	When locked, user is denied log in access and OneVue does continue to send the user alert and system notifications.
Timeout Exempt	When the timeout exempt setting is enabled, the account level timeout session does not apply to the user. When enabled, the user is not logged out by the system due to inactivity.

4. Select **Save**.

   The user receives a system-generated email providing the instructions to activate their OneVue user account. During activation, they establish their password and accept the OneVue terms and conditions.

5. Next, assign the user a Device Class, which is commonly based on the OneVue solution(s) deployed at your facility.

   To view the user's profile, go to **Admin** > **Users** > from the list, select the **user's email link**.

   - **Sensors:** access to OneVue Sense devices and features.
   - **Clocks/Bridges**: access to OneVue Sync devices and features.
   - **Transmitters:** access to OneVue Sync Transmitters and features.
   - **Bell Controllers/Message Boards:** access to OneVue Notify Bell Scheduling devices and features. Ethernet only Message Boards discontinued in 2019.
   - **InfoBoards:** access to OneVue Notify InfoBoard and MiniBoard devices and features.

Resend a user their account invite notification

If a user has not activated their OneVue account, an Account Admin can resend their new account email invitation. When a user activates their account, they establish their password and accept the OneVue terms and conditions.

> **NOTE**
>
> A user can also select Forgot Password from the OneVue log in screen to resend their new account email invitation.

1. Go to **Admin** > **Users.**
2. Select the **Email link** of the user.
3. Select **Resend Invite**.

   The user receives an email with instructions to activate their OneVue user account.

ASSIGN USERS TO ROLES AND DEVICE CLASSES

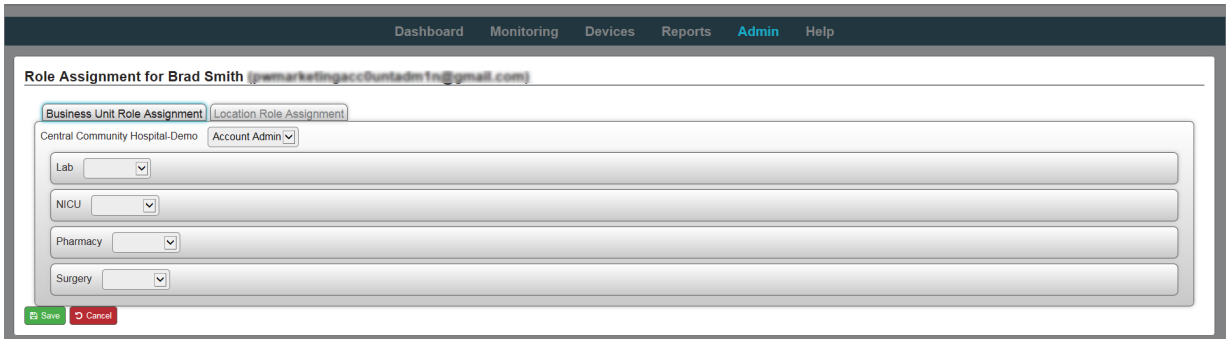
Access to OneVue account data and the permissions to system features are granted by way of the Role and Device Class assigned to each user. Roles are designed to mirror common job functions.

- Each user is assigned a Role(s) by Business Unit and/or a Location.
- Device Classes grant a user access to specific Primex devices, which is set in their User Profile. Your OneVue users should only be assigned to the Device Classes that apply to the OneVue solution deployed at your organization. If you have multiple OneVue solutions, be sure to assign users to only the Device Classes they are responsible for.
- Only a user assigned to the Account Admin role can manage the Roles assigned to a user and a BU Admin can only assign a Role to a user when they create a new user for their Business Unit. An Account Admin and BU Admin (for users assigned to their Business Unit) can managed a users' assigned Device Classes and timeout exempt settings. A user cannot view these settings from their profile.

  For an admin user these settings are required to be managed by another user assigned to the Account Admin role. It's recommended to have a minimum of two users assigned to the Account Admin role.

Assign user to a role

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user.
3. Select **Assign Roles**.
4. From the Business Unit or Location tab, select the **Role** to be assigned to the user. If applicable, assign a Role to each of the Business Units and/or Locations.



5. Select **Save**.

   The User Profile has been assigned to the Role(s).

Assign a user to a device class

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user.
3. From **Device Classes**, select the checkbox for the devices the user is to have access to.

- **Sensors:** access to OneVue Sense devices and features.
- **Clocks/Bridges**: access to OneVue Sync devices and features.
- **Transmitters:** access to OneVue Sync Transmitters and features.
- **Bell Controllers/Message Boards:** access to OneVue Notify Bell Scheduling devices and features. Ethernet only Message Boards discontinued in 2019.
- **InfoBoards:** access to OneVue Notify InfoBoard and MiniBoard devices and features.

4. Select **Save**.

   The User Profile has been granted access to the selected Device Classes.

Set how a user receives alert notifications (alert preferences)

Alert preferences set how a user receives alert notifications. Users can receive notifications by email, text, and voice. A user can also set their alert preferences from their User Profile.

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user. The User Profile is displayed.
3. From the **Alert Preference** options, select the alert notification delivery method(s).

   The user receives an alert notification in the form of each method(s) selected. As an example, if all three methods are selected, they receive an alert notification in the form of an email, text, and voice message.
4. Select **Save**.

   Subsequent alert notifications are sent to the user in the form of the method(s) selected.

> **NOTE**
>
> OneVue text and voice alerts are sent from phone number 608-709-7043.
>
> OneVue email alerts are sent from support@primexonevue.com

SET A USER TO BE EXCLUDED FROM THE ACCOUNT SESSION TIMEOUT PERIOD

The account level session timeout period sets the amount of time the OneVue automatically ends a user's login session due to inactivity. When a user is excluded from the account session timeout period, they are never logged out of OneVue due to inactivity.

1. Go to **Admin** > **Users**.
2. From the list, select the **Email link** of the user.
3. From the account level session timeout setting, select the **Timeout Exempt** checkbox.
4. Select **Save**.

CHANGE THE EMAIL ADDRESS FOR A USER

You may need to change a user's email address if, for example, they get married and their last name changes or their email address is not correct. For security purposes, changing or updating a user's email address can only be made by Primex Technical Support or by a user assigned to the Account Admin role.

Please either contact Primex or complete the following procedure.

Primex Technical Support

Hours: 7:00 AM to 7:00 PM CT, Monday through Friday

Phone: 1-262-729-4860

Email: service@primexinc.com

Web: www.primexinc.com/support

How to change a user's email address

Complete each of the following steps.

Step 1: Write down the user's current user profile details

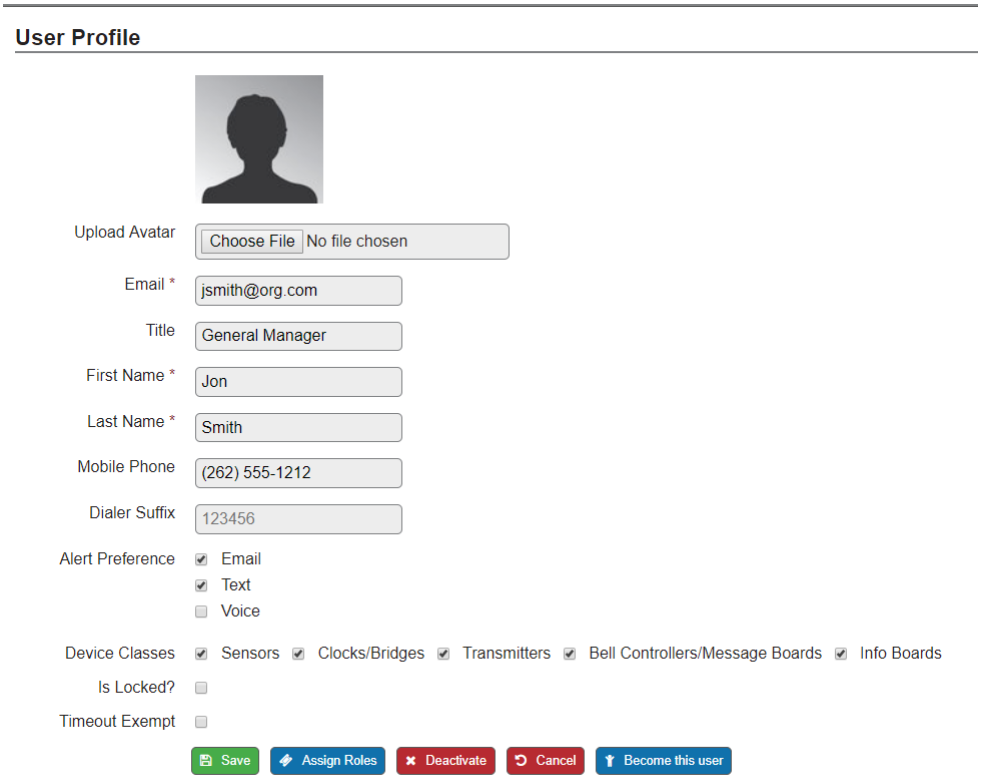
1. Go to **Admin** > **Users** > select the **Email Link** of the user.
2. **Write down** their contact information, alert preferences, device classes, and assigned roles. Optionally, you can generate a User Report type to gather this information.

Step 2: Create a new user with the updated email address and their current user profile settings

1. Go to **Admin** > **Users** > from the bottom section select the **+ New**.
2. Enter the new user settings including their new email address, contact information, and alert preferences.
3. Select **Set Business Unit Roles manually** > assign their role(s).
4. Select **Save**.
5. Go back to the user profile and set their assigned **Device Classes**. They should only be assigned to the Device Classes for the Primex solution deployed at your facility.

Step 3: Deactivate the current user profile (old email address) and reassign custom views, alert rules, and reports to the new user

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user to deactivate.
3. From the bottom section, select **Deactivate**.

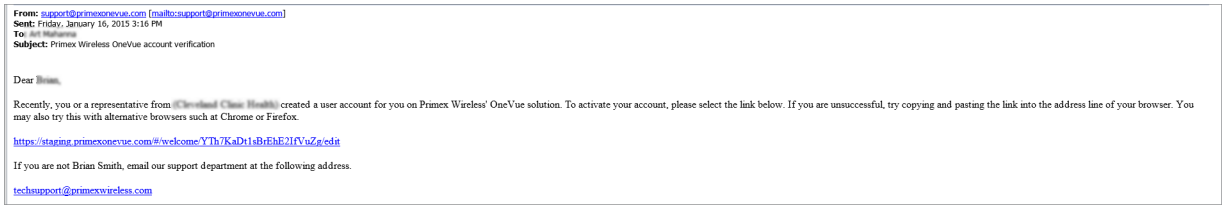


4. Next, you will reassign the new user you created in Step 2 to the deactivated user's Custom Views, Alert Rules, and Reports. From the **Move Views To User** window, select the **user you created in Step 2**.

   Although the message displays Move Views, the selected user is also assigned to the deactivated the user's Alert Rules and Reports.
5. Select **Deactivate**.

Step 4: User activates their new user account (updated email address)

OneVue automatically sends the user an email providing a link to activate their new user account. During activation, they will create their password and accept the OneVue terms and conditions. Once activated, they will log in with their updated email address.



Step 5: Delete the deactivated user

After the user has activated their new user account and successfully logged in, it's recommended to delete their deactivated user account.

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user to delete.
3. Select **Delete**.

   The User Profile is permanently deleted from your OneVue account.

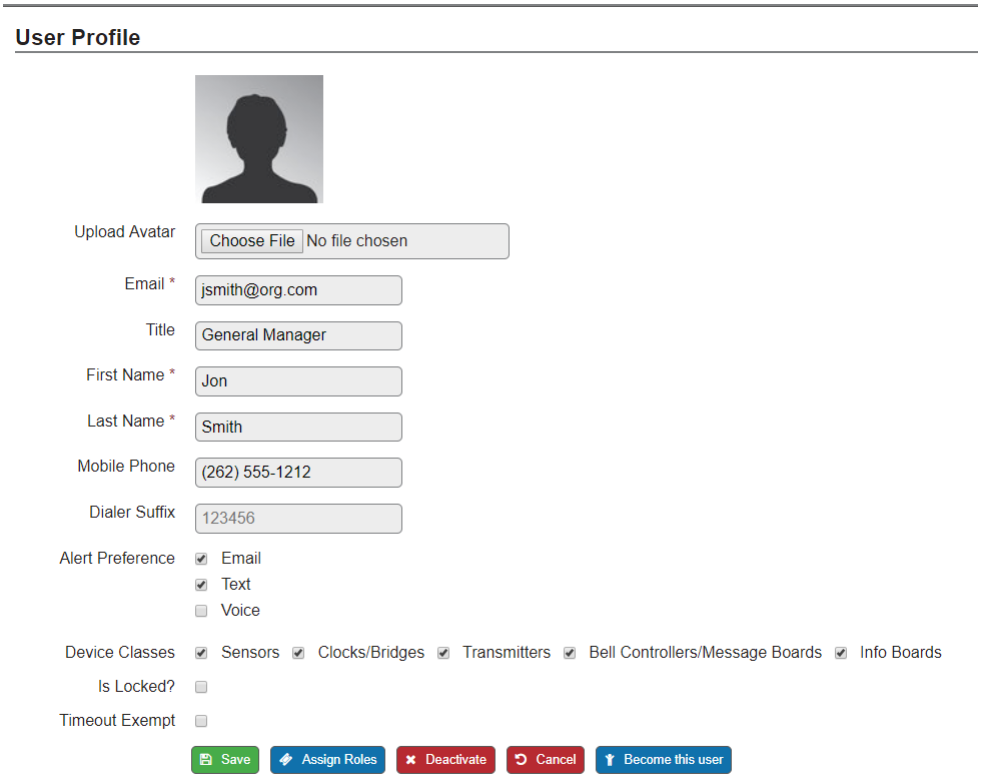
Deactivate or activate a user

A User Profile can be deactivated to remove their access to OneVue. Once deactivated, the User Profile can either be deleted from your OneVue account or activated at a later date.

- A deactivated user can no longer log in to OneVue.
- Alert or system notifications are not sent to a deactivated user.
- Deactivating a user does not remove any data created or associated to their User Profile.
- When deactivating a user, you can assign a user to receive the deactivated user's Alerts, Reports, and Custom Views.
- The user can be activated at a later date. Once activated, the user can log in to your OneVue account and all access to Alerts, Reports, and Custom Views is also reactivated.
- Once deactivated, the user can be deleted [31] from your OneVue account.

Deactivate a user

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user to deactivate.
3. From the bottom section, select **Deactivate**.



4. Next, you will reassign a user to the deactivated user's custom Views, Alert Rules, and Reports. From the **Move Views To User** window, select a **user**.

Although the message displays Move Views, the selected user is also assigned to the deactivated the user's Alert Rules and Reports.

5. Select **Deactivate**.

Activate a user

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user to activate.
3. Select **Activate**.
4. Select **Save**.

   The User Profile is activated and they receive an email notifying them that their account has been activated. Their access to assigned Alert Rules, Reports, and Custom Views is also restored.

Lock or unlock a user

Setting a user to locked prevents them from logging in to your OneVue account, but they will continue to receive alert and system notifications.

How to lock a user profile

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user.
3. From the **Is Locked** checkbox, select the checkbox. A checkmark indicates the user is locked.
4. Select **Save**.

   The User Profile has been locked and cannot log in to your OneVue account.

How to unlock a user profile

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user to unlock.

   If the User Profile is locked, a checkmark appears in the Is Locked checkbox.
3. From the Is **Locked** checkbox, deselect the checkbox.
4. Select **Save**.

   The User Profile has been unlocked and can now log in to your OneVue account.

DELETE A USER

A User Profile can be deleted to permanently remove the User Profile from your OneVue account.

To delete a user, the user's profile is required to be deactivated.

1. Go to **Admin** > **Users**.
2. Select the **Email link** of the user to delete.
3. Select **Delete**.

   The User Profile is permanently deleted from your OneVue account.

Technical Support

You may require technical support when you have questions about product features, installation and configuration, or troubleshooting. Support services are delivered in accordance with your organization's support agreement, end-user license agreements, and warranties, either with a Primex Certified Sales and Service Partner or directly with Primex.

Support through Primex Certified Sales and Service Partners

Ensuring our customers experience excellent service is of utmost importance to Primex. Our network of Certified Sales and Service Partners offers technical support services for Primex products.

If you have purchased Primex products or have a service agreement with a Primex Partner, they are your primary contact for all Technical Support inquires.

When contacting Technical Support

Make sure you have satisfied the system requirements specified in the product documentation. Also be at the computer or device on which the problem occurred, in case it's necessary to replicate the problem.

Please have the following information available:

- Customer ID/Account Name
- Problem description/error messages
- Device hardware information
- Troubleshooting performed

Primex Technical Support

Hours: 7:00 AM to 7:00 PM CT, Monday through Friday

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